

CIT Customer Service Report for the Telecommunications Branch



For the period: Monday, December 01, 2008 12:00:00 AM to Wednesday, December 31, 2008 11:59:59 PM

Snapshot Date: 1/1/2009 7:30:08 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
Circuits	0	0	0	14	0	0	3	0	0	11	0
Conferencing	4	0	0	0	0	0	1	1	0	2	16
Coverage	1	0	0	0	0	0	0	0	0	1	2
DELPRO	6	0	0	117	0	0	74	4	0	45	0
General Info	29	0	0	6	0	0	5	13	0	17	11
New Request/Termination	18	0	0	1	0	0	7	2	0	10	5
Phones/Accessories	19	0	0	17	0	0	5	4	0	27	6
Repair	9	0	0	0	0	0	6	0	0	3	2
Repairs	53	0	0	364	0	0	3	42	0	372	1
Training	15	0	0	0	0	0	1	9	0	5	11
TSR	57	0	0	454	0	0	152	54	0	305	1
User Change	3	0	0	0	0	0	0	0	0	3	9
Voice Mail	28	0	0	2	0	0	1	22	0	7	6
Grand Total:	242	0	0	975	0	0	258	151	0	808	2

Total Tickets Closed: 959

Total Tickets Assigned/Pending/Checked Out: 258

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Total Tickets Created: 1217